

GENERAL DEFINITION OF WORK:

Performs difficult paraprofessional work in the development and implementation of service and assistance plans; does related work as required. Work is performed under regular supervision. Limited supervision is exercised over assigned personnel.

ESSENTIAL FUNCTIONS/TYPICAL TASKS:

Assessing needs; developing and implementing service delivery and assistance plans; assisting Case Managers; monitoring cases; serving as team leader; counseling clients; maintaining records and files; preparing reports.

(These are intended only as illustrations of the various types of work performed. The omission of specific duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.)

- Serves in a supervisory capacity where one is responsible for at least two staff members, monitoring the caseloads and daily activities. Ensures meeting required deadlines and maintaining compliance with the State.
- Serves as team leader; provides direction, training and assistance to employees; coordinates daily work activities; organizes, prioritizes, and assigns work; monitors status of work, inspects completed work, and troubleshoots problem situations; assists other employees with interpretation of policies/procedures as needed.
- Responsible for many programs handled by the agency; to attend meetings related to specific programs; to keep up to date with policy changes and responsible to inform staff to ensure compliance.
- Monitors casework of other team members; provides feedback to team members on action needed; assists in planning any team-wide interventions necessary; participates in setting team goals; performs the duties of a Case Manager.
- Develops, plans and staffs local off-site office at The Workplace; monitors daily operations; assists in explaining services to clients.
- Develops job contacts and other resources for clients; assists with development and implementation of local employment and financial mentoring programs; develops, plans and staffs local off-site office at Comprehensive Career Center; monitors daily operations.
- Develops and implements local service programs, such as Car Donation Program, Volunteer Program and other supportive resources.
- Monitors case reports; maintains records of verifications, obtains proof and updates information; enters data into computer; completes required forms.
- Participates in inter-agency staffings; contributes to team case staffing and decisions regarding workloads, case responsibility, monitoring team accomplishments or improvements needed.
- Assists in developing and preparing grant proposals for additional service funding; assists in implementing and monitoring awarded grants.
- Supervises the departments VIEW Budget and expenses; supervises the career center and coordination of activities and programs.
- Develops and implements programs and grants to support Employment Services.
- Authorizes purchase of services necessary for clients to meet service plan goals; monitors budget and spending allocations.
- Researches, interprets, and applies federal, state, and local policies used to determine eligibility, correctness of benefits, and purchase of services for clients.
- Serves as staff at disaster shelters; assists in coordinating shelter operations during emergency situations.
- Responsible to handle additional and more complex applications and cases.
- Performs other related duties as assigned.

KNOWLEDGE, SKILLS AND ABILITIES:

Thorough knowledge of community based programs and eligibility criteria; thorough knowledge of the principles and practices of public and private social service organizations; general knowledge of current social, economic and health problems and of human behavior and social functioning of older adults; ability to learn necessary forms and program procedures; ability to solve problems within scope of responsibility; ability to analyze facts and exercise sound judgment in arriving at conclusions; ability to communicate complex ideas effectively, orally and in writing; ability to prepare clear and concise reports; ability to establish and maintain effective working relationships with clients, associates and the general public.

EDUCATION AND EXPERIENCE:

Any combination of education equivalent to graduation from an accredited college or university with major course work in Social Work or related field and 12 years of experience in case management, 4 years of which as a Case Manager II or a Master's Degree in Social Work and 10 years of case management experience.

PHYSICAL REQUIREMENTS:

This is sedentary work requiring the exertion of up to 10 pounds of force occasionally, and a negligible amount of force frequently or constantly to move objects; work requires stooping, kneeling, crouching, reaching, standing, walking, fingering, grasping and repetitive motions; vocal communication is required for expressing or exchanging ideas by means of the spoken word; hearing is required to perceive information at normal spoken word levels; visual acuity is required for preparing and analyzing written or computer data, operation of motor vehicles or equipment, determining the accuracy and thoroughness of work, and observing general surroundings and activities; the worker is subject to inside and outside environmental conditions.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential tasks.

SPECIAL REQUIREMENTS:

Possession of an appropriate driver's license valid in the Commonwealth of Virginia.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential tasks.